

# Permit Technician



**Job Code:** 2011  
**Grade:** 122  
**Reports to:** Administrative Support Supervisor  
**Salary Range:** \$36,557 - \$55,975  
**FLSA Status:** Non-Exempt

---

## **GENERAL STATEMENT OF DUTIES**

Performs responsible technical and administrative work serving as the primary customer service representative for the City's permitting system; provides information and assists customers in the processing of applications, review, and approval and issuance of permits; does related work as required.

## **DISTINGUISHING FEATURES OF THE CLASS**

An employee in this classification is responsible for technical/administrative work in relation to regulatory standards, inspection activities, and permitting and licensing functions for building construction throughout the City. The employee performs other essential duties in support of departmental objectives to ensure safety and welfare of the general public and business community. Work is performed under regular supervision.

## **ESSENTIAL FUNCTIONS**

Assisting the general public, contractors, builders, architects, and engineers; providing permit, planning, and zoning information; receiving, processing, and recording permit applications; receiving, accounting for, recording, and depositing fees collected; scheduling inspections; preparing and maintaining computerized files and records.

## **EXAMPLES OF WORK**

- Processes building and fire permits and site development and zoning submittal documents for new construction projects, revisions, and changes to existing projects; checks for completeness, accuracy, and the scope of work categorized; tracks projects; provides information on deficiencies and measures necessary for acceptable submissions.
- Conducts transactions with the public in matters requiring a detailed knowledge of rules, procedures, policies, precedents, and activities.
- Schedules inspections; documents project status and issues appropriate documentation; compiles monthly permit and inspections data.
- Provides customer service activities including, but not limited to, greeting customers; answering telephones; responding to requests for information or service; providing appropriate assistance or directing to the appropriate individual or department.
- Computes and collects appropriate fees; posts and makes entries in account books and other records; makes daily deposits.
- Types and files permits and correspondence including monthly work report; maintains and files control records; assists with the completion of standardized records, documents, applications, and reports.
- Performs administrative tasks to support the Department as needed including, but not limited to, data entry, records maintenance, filing, basic calculations, and generating reports; operates office equipment and computer.
- Receives, processes, and issues gas, electrical, and related permits.
- Processes citations for building, nuisance abatement, and rental housing violations.
- Processes electrical licenses and renewals and annual pool inspections.
- Maintains and processes bond files.
- Performs related tasks as required.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

Thorough knowledge of permit processing; general knowledge of inspection, planning, and zoning processes and procedures; general knowledge of departmental programs, policies, and procedures; general knowledge of standard office methods and procedures and ability to perform administrative support functions (e.g., bookkeeping, data entry, typing, reports processing); skill in the principles and techniques of customer service; skill in reading, applying, and interpreting regulations; ability to perform a considerable volume of detailed record work; ability to solve problems within scope of responsibility; ability to communicate effectively orally and in writing; ability to compose correspondence, summaries, and reports in a clear and concise manner; ability to establish and maintain effective working relationships with associates and the public; ability to operate basic office equipment (e.g., personal computers, printers, copy machines, telephone systems, facsimile machines); ability to access, operate, and maintain various software applications; ability to perform routine mathematical computations and tabulations accurately and efficiently; ability to type at a speed necessary for successful job performance.

**MINIMUM EDUCATION AND EXPERIENCE**

Graduation from an accredited college or university with an Associate's Degree preferred, supplemented by technical permit courses in building codes or inspection principles. Three (3) years of progressively knowledgeable, responsible, and skilled customer service or administrative support experience, preferably in a building construction or community development environment; or any equivalent combination of education, training, and experience.

**WORK CONDITIONS**

- Sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects, and some light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects.
- Work requires stooping, reaching, standing, walking, lifting, grasping, fingering, and repetitive motions.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
- Hearing is required to perceive information at normal spoken word levels.
- Visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities.
- The worker is not subject to adverse environmental conditions.

This is a class specification and not an individualized job description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification. The list of essential functions/examples of work, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

The City of Gaithersburg is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Gaithersburg provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.